

PLEASE ROUTE TO SERVICE MANAGER...



N e w s l e t t e r

Helping to provide the best in client and customer satisfaction!

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Your Questions & Answers

ADP Hayes-Ligon is constantly working to guarantee your satisfaction and confidence in the ServicePricing™ program. One way to do this is to provide you with answers to some commonly asked questions.

Q. *How do I roll a saved quote over into a Repair Order (RO)?*

A. If you are an Onboard Integrated user, you can go to the Display Appointments (DA) function and retrieve the saved quote. Type "RO" at the prompt and the sequence number of the quote. ServicePricing™ is now ready to roll the quote into a RO.

Q. *Where do I view the "on hand" inventory?*

A. At the Applied Model screen, press F2. Use the Page Down key on the detail screen to access parts information, including part number, on-hand (OH) inventory, and cost.

For more information, please refer to your *Getting Started* or *Manager's Guide*, OLI, or the on-screen ServicePricing™ Help. Additionally, we offer free teletraining for new and/or current staff. As always our Client Services Department is available to assist you.

Call us at...

1-800-523-8477, option 5



We extend our warm wishes to you over the holiday weekend! Although our office will be observing Labor Day on Monday, September 4th, our Client Services staff will be available to assist you from 8:30 a.m. – 5:00 p.m. Eastern Time. Call us at **1-800-523-8477, option 5**.

Have a happy and safe holiday!

More Phone Shop Perfection!

Congratulations to all those who received a 100% score on Phone Shops for the month of July. They all gave to-the-penny quotes, did not transfer the incoming callers to alternate departments, and asked the caller for their business.

Acura Casavant	Jeunvieve
Asheboro Honda	Stacey
Asheboro Nissan	Alan & Jeff
Autos Donnacona	Frederick
Balise Chevy	Fran
Balise Chrysler	Laurie & Lorraine
Balise Motors-Mazda	Steve
Balise Toyota	Bruce
Barrie Honda	Jim
Bill Cook Nissan	Diane
Blevins Nissan	Annie
Calgary Honda	Kevin
Checkered Flag Toyota	Connie
Compton Chevrolet Oldsmobile	Barry
Coupal & Brassard Nissan	Gile
Don McGill Imports	Larry
Drummond Honda	Guillanne
Foreign Cars Europa	Brian
Honda de Terrebonne	Richard
John & Phil's Toyota	Patty
Lallier Auto (Cartierville) Inc.	Serge
Lamarque Westbank Isuzu	John
Marion Toyota Mitsubishi	Katrina
Marlborough Auto Source	Terry
Mazda of Milford	Bob
Nissan Gabriel	Nat
Northern Honda	Al
Patrick Motors	Ed
Ron Tonkin Lincoln-Mercury	Jim
Royal Moore Toyota	Todd
Sierra Isuzu of Alhambra	Warren
Spradley Motors	Tammy
Terry Shaver Mazda	Steve & Tim Grau
Town & Country Honda	Steven
Toyota of Puyallup	Steve
Valley Toyota-ND	Jerry



New Enhancements

As always, we are working hard to add all the new developments that you have requested. If you would like to see an operation added that isn't currently included, please let us know. The following are the latest improvements:

- **BMW** – The following sections have been updated with 2000 model information, 62 – Instruments, 63 – Lights, 64 – Heating/Air Conditioning, 65 – Radio/Special Equipment, and 32 – Steering.
- **Chevrolet /GMC Truck Canada:** 2000 model year new body Suburban/Tahoe/Yukon XL/Yukon has been added to all sections.
- **Chevrolet /GMC Truck US:** 2000 model year new body Suburban/Tahoe/Yukon XL/Yukon has been added to all sections.
- **Mercedes-Benz Canada** – The following sections have been updated with 2000 model information, Maintenance, Factory Maintenance, and Service Menus.
- **Mercedes-Benz US**– The following sections have been updated with 2000 model information, Maintenance, Factory Maintenance, and Service Menus.
- **Nissan Canada** - Operation CS11 (Belts – Replace) now contains parts information. Added select value mufflers to Operation EX01 (Muffler – Replace).
- **Nissan US**– 2001 Maxima accessories added. Operation CS11 (Belts – Replace) now contains parts information.

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SERVICE PRICING
WARRANTY WIZARD